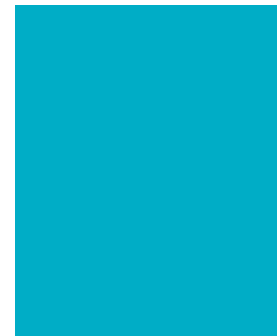
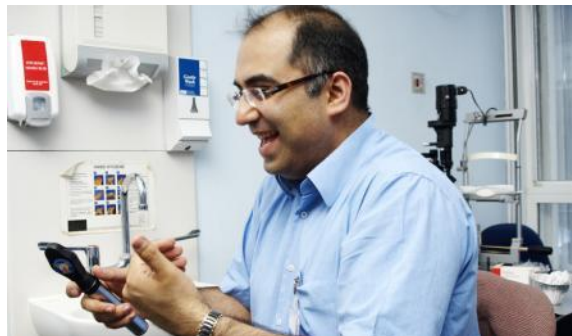


# Raj Patel

- Medical Director NHS England Greater Manchester
  - Responsible Officer / Regulation & Revalidation
  - Controlled Drug Accountable Officer
  - Host of Strategic Clinical Networks & Senate for Greater Manchester, Lanc's & S.Cumbria
  - Senior Clinical Sponsor for Healthier Together
- Manchester Graduate 1985, GP since 1993
- LMC / PCG / PCT / SHA / DoH / CCG

# Medical Leadership in The Changing NHS

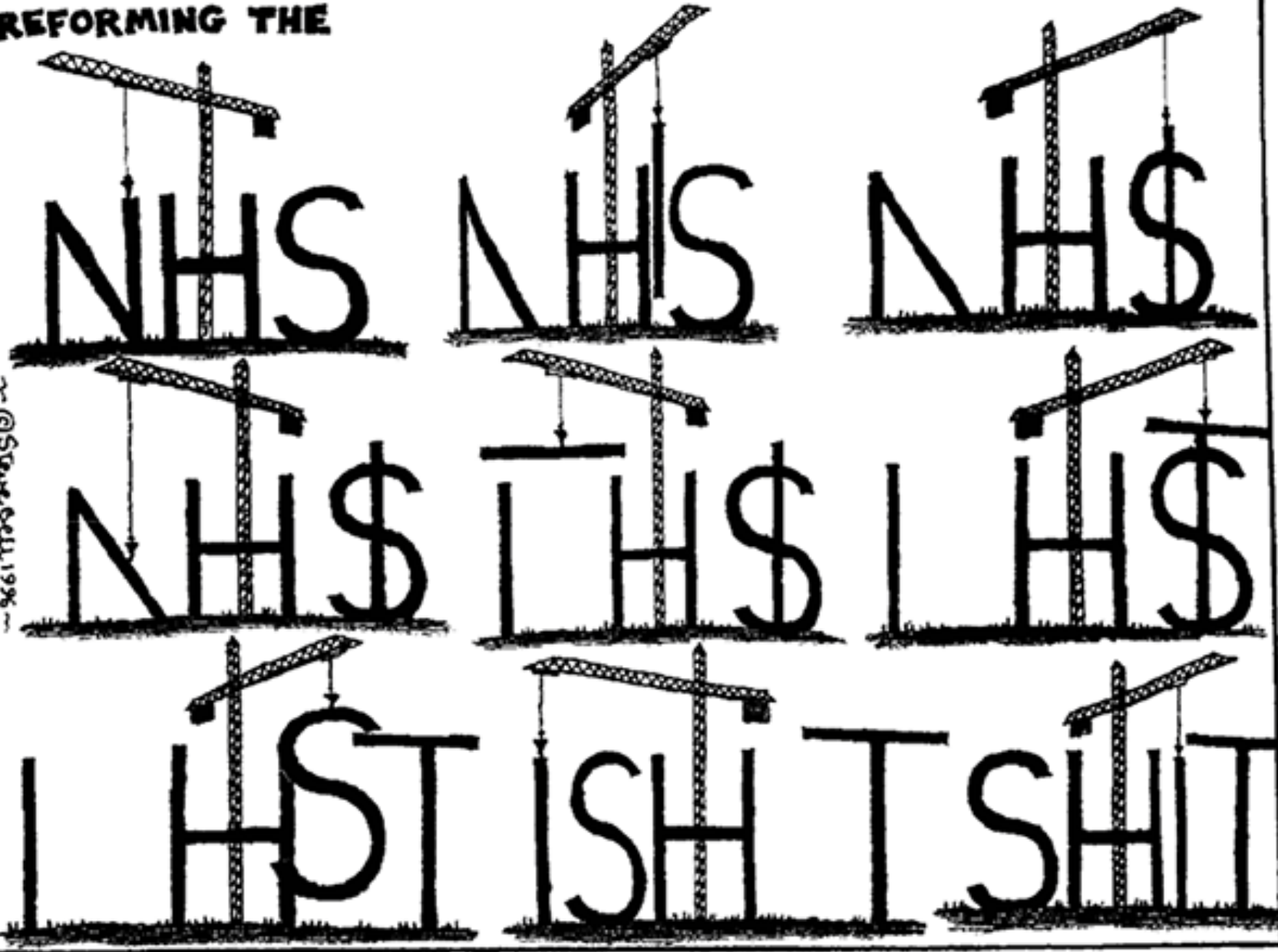


Dr Raj Patel Medical Director  
Greater Manchester Area Team  
7<sup>th</sup> November 2013  
patel@nhs.net  
Twitter @Dr\_Raj\_Patel



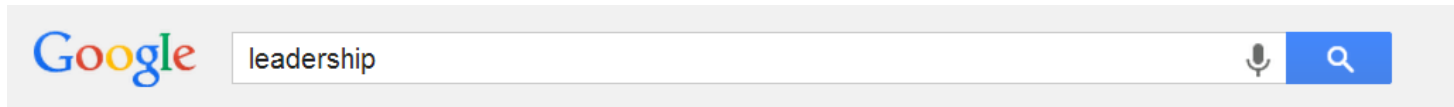


REFORMING THE



© Steve Bell 1996

Change is the only constant in  
the NHS



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# What Makes a Leader?

- Others make you a leader
- Leaders are made by followers

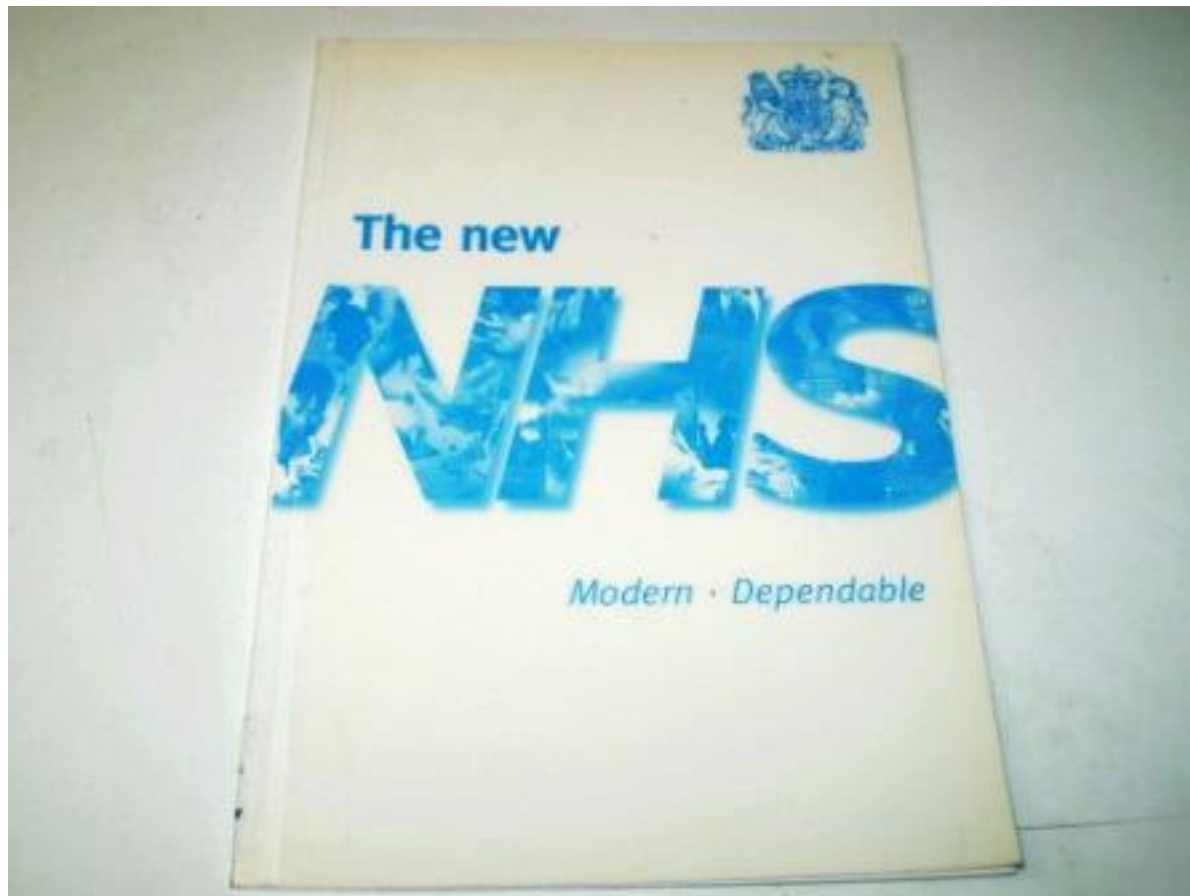




It always seems impossible until  
it's done

Nelson Mandela

1998



It's usually cock up and not conspiracy

People don't go to work to do a bad job  
or deliberately harm people

You must be the change you wish to see  
in the world

Mahatma Gandhi

Always try to understand the other person's view.....

Really understand it.....

See what they see

Feel what they feel

How would I feel, How would I react, if I were in his shoes?

Ian McCrae

Chair of Making It Better



99 percent of all conflicts are about the misunderstanding of words used in different contexts

“I do not like that man.....I must get to know him better”

Abraham Lincoln

HBR.ORG

# Harvard Business Review

APRIL 2011

48 Understanding Failure  
A Playbook for Learning from Failure  
Amy C. Edmondson

86 Learning from Failure  
Former P&G CEO  
A.G. Lafley: "I Think of My Failures as a Gift"

100 Recovering from Failure  
Building Resilience  
Martin E.P. Seligman



**THE**  
**FAILURE**  
**ISSUE**

HOW TO UNDERSTAND IT,  
LEARN FROM IT, AND  
RECOVER FROM IT

People are moved when your interactions with you always leave them feeling a little better

“Dynamic Spread of Happiness in a Large Social network”

“Emotional Contagion”

BMJ 2008

